



Preparing for the Conflict Resolution Process

What to Expect

The Facilitation session consists of several steps:

1. Initial Joint Session - the facilitator first explains the process being used and the role of the facilitator to both parties. The issue will not be discussed at this initial session. The facilitator will review the agreement to use the State of Delaware Conflict Resolution Process form with you and ask that you sign it prior to beginning the process.
2. The facilitator will meet individually with all parties. Anything that is confidentially shared during these individual meetings will not be shared at the next joint session without consent.
3. A joint session will be held to assist the parties in working through and resolving their problems.

If the process is utilized in lieu of a formal grievance, and a resolution is reached, then the facilitator will assist the parties in developing a written settlement agreement.

Your Responsibilities

Your responsibilities are to:

- Listen respectfully to the other person's point of view.
- Come with an open mind.
- Have a willingness to try to find a solution.

If you have any questions, please contact the Conflict Resolution Program Administrator, Human Resource Management, at (302) 739-4195 or at 1-866-462-8411.